

CIO COUNCIL MEETING MINUTES  
APRIL 30, 2003  
COMMISSION ROOM, ADMINISTRATION BUILDING

Attendees: Gary Zeller (NCDOA), Fletcher Clay (CC&PS), Nancy Low (DJJDP), Ed Pratt (HCS Systems), Janice Hodges (Wildlife), Elaine Glass (DPI), Mary Sue Brown (ESC), Ben McLawhorn (OSC), Paul Saksa (OSA), Ann Garrett (ITS), Cynthia Beck (ITS), Wendy Kuhn (ITS), Gary Alexander (ITS), Ed Johnson (DOJ), Woody Yates (IRMC), Bill Golden (DST), Van Preslar (DOL), Ross Yannayon (ITS), Smitty Locklear (DOA), Joe Lithgo (ITS), Dave Rossi (ITS), Patti Bowers (ITS), Kathleen Stahl (SEO), Arlon Kemple (DCR), John Davis (OSBM), Lee Mandell (NCLM), Mike Fenton (ITS), Steven Hulsey (DOT), Julie Batchelor (DOT), Julia Nipper (ITS)

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Chairman Locklear called the meeting to order at 10:01 AM.

Chairman Locklear thanked Vice Chair Gary Zeller for conducting the March meeting of the CIO Council.

**MINUTES:** The minutes of the March meeting were approved without correction.

**ES DIRECTOR INTRODUCTION:** Joe Lithgo announced Gary Alexander as the new Enterprise Services (ES) Director. He replaces Ilse Fogle who retired in March. Mr. Alexander joins ITS from the Private Sector and has a background in many of the key areas that ITS is currently focused upon.

**IRMC UPDATES:** Woody Yates talked about the TAPCC and IRMC meetings on Monday, May 5<sup>th</sup> and Tuesday, May 6<sup>th</sup> respectively. On the agenda for project certifications, DOT has submitted the 511 Traveler Information project, which will provide a statewide, single point of contact, voice activated telephone system that will provide real-time and accurate traveler information on all modes of transportation. The DOT project will be a \$1.1M undertaking. At the TAPCC meeting on Monday, May 5<sup>th</sup>, the committee will hear updates from several key projects. Mr. Yates has selected the three summer interns from the Babcock School of Business that will be starting the first week of June. These interns have identified four projects to study and will make presentations at the August IRMC meeting.

**STATE CIO COMMENTS:** George Bakolia discussed several key issues:

**Security Items:**

**1. Security Gap Analysis Awarded**

In the last several meetings the Council was informed of a joint IRMC and ITS sponsored project to address some of the information security vulnerabilities noted in recent audit reports. The project advisory group is composed of Secretary Tolson, Lt. Governor Beverly Perdue, IPPC chair, Olin Broadway, Bob Brinson, Secretary Beatty, and the State CIO.

At the March IRMC meeting a phased plan to address security standards issues was endorsed by the IRMC.

The first phase is to perform a gap analysis to evaluate current statewide security policy and standards as compared to industry standards and legal and regulatory requirements.

Ciber has been selected as the vendor to conduct the policy gap analysis. The Statement of Work and project plan for the phase I policy gap analysis includes the following deliverables:

- Identify existing gaps in current policy and standards using security industry standards and Homeland Security priorities.
- Prioritize policy and standards based on risk and Homeland Security priorities.

- Estimate the cost to write a solid basic policy and standards framework for the state.
- Estimate the cost and effort required to implement an ongoing ever-greening mechanism to keep policies current.
- Estimate the cost to educate and train agencies on approved policies and standards.
- Prepare a glossary of terms.

The ITS Security Office will take the lead role in this project which is being funded by the IRMC Executive cost center from your subscription fees for the Commission. The project has started and a project status report will be given at the IPPC meeting on May 19<sup>th</sup>. Estimated duration of project is 4 – 6 weeks.

## **2. Homeland Security Update**

North Carolina has joined with other states as an active participant in the NASCIO Information Sharing Analysis Center (ISAC). This will allow state and federal government agencies to share information related to cyber incidents and threats. Our current statewide cyber-security incident management plan will integrate with other state plans to combine aggregate incident information relevant to Homeland Security. The NASCIO approach would help implement federal Homeland Security cyber-incident mandates consistently at the state level.

## **3. Announcement**

Chief Security Officer, Ann Garrett, has earned the designation of Certified Information Security Manager, CISM.

## **State Portal News**

With the re-negotiation of the E-Procurement contract, ITS has the ownership of the state portal. The State CIO has asked the Governor to setup a process to maintain the portal. He encourages the ITMAC and the CIO Council to provide suggestions for content. Joe Lithgo will manage the portal and Wendy Kuhn will be the contact.

## **IT Resources Inventory**

The deadline for submission of agency reports for Phase One of the effort was April 17<sup>th</sup>. I am pleased to report that significant progress is being made. While 100 percent compliance has not yet been achieved, as of April 30<sup>th</sup>, 28 departments have submitted their inventories with 9 pending and are due by Friday. Mike is continuing to work with the remaining departments, and a combined report is being prepared. As you may guess, there is quite a bit of interest in this inventory.

## **Legislation**

The General Assembly is looking to reduce IT budgets for DHHS (\$3M) and DOC (\$1.5M). The recent ITS rate reductions can help with these reduced budgets. Legislation has been introduced recommending that ITS be transformed into a General Fund appropriated agency rather than being receipt supported. This would be a bad idea due to concerns about Federal funds; 20% of existing services go to local governments. The Legislature is looking for improved IT efficiencies. OSBM will conduct the study and look at options to fund IT. The bill proposes that OSBM return with several options, including (1) partially fund through General fund (e.g. security) and (2) OSBM approve ITS budget (partially done already with the State Budget Director on the IRMC). State CIO suggests the CIO Council take a pro-active role and get together to advise OSBM the best approach for the state as a whole.

Other legislation/special provisions include:

- require agencies to report computer security incidents to the State CIO within 24 hours of a hack attack,
- require security background checks for security liaisons,
- require agencies to develop and maintain IT business continuity plans (State CIO endorses, but not promote).

Representative Miller has introduced a bill on spending flexibility for IT, which has been endorsed by the ITMAC. He has also introduced legislation calling for an assessment of the legacy systems, which is tied to the Business Study. Representative Tolson has introduced a bill to create a successor body to the Rural Internet Access Authority and maintain the momentum the RIAA has created.

**CIOC PLANNING COMMITTEE REPORT/DISCUSSION:** The Planning Committee met yesterday (April 29<sup>th</sup>). The Committee has been asked by ITS to decide what services will be used over the next two years. The Committee will prepare a short survey of possible services that will be completed by the agencies. The CIOC approved the development of the survey. The conversation then turned to the sharing of information on topics such as Norton Anti-Virus and IPX to IP migration. The list serve group SIUG has been used in the past to dispense information. Lee Mandell stated that the local governments have used this successfully for many years. John Davis (OSBM) used SIUG last week to identify Windows XP security problems. Recently, spam email was received through the SIUG list serve. The Committee will return with more details on the list serve services. Finally, the topic of Project Management was discussed as an area that the State should recruit, train, and maintain. Project Managers who are “on the bench” could be used as mentors. The Planning Committee will continue to meet monthly.

**IPX TO IP:** Of the 650 servers to be migrated, 35 remain and 12 should be done by the end of the week. The rest should be done in June. The second phase of this project is the removal of IPX from the network. Agencies have been asked to provide a plan to Cynthia Beck by May 1<sup>st</sup> for the second phase of the IPX to IP project. Any questions should be addressed to Ross Yannayon.

**ASSET INSIGHT:** ITS has had a slight delay getting version 5 from the vendor. Installation went well, along with the smooth import into the Oracle database. A centralized/decentralized security model will be administered through Oracle. With this model, multiple agencies could exist in one database with each agency having access to only their information. A more sophisticated pilot is planned with DOR.

**DISCARDED ELECTRONIC DISCUSSION:** Mr. Scott Mouw with DENR made a presentation on the harmful impact that discarded computer equipment has on the environment. Many of these electronic devices have multiple hazardous materials in them. Policy issues have become a problem at the State, national, and international levels. A national recovery plan needs to be developed. Agencies need to be aware of the disposal of electronic devices. Oversea markets are being developed, with China as an example. A video on eWaste was presented to the Council. Patti Bowers stated that the current PC contract is running out and a task force is looking at the development of the new one. Purchasing and Contracts has investigated the development of a recycling contract and looked at what other states are doing. The State Electronics Task Force has developed a mission statement and defined goals for the procurement of electronic equipment.

**UTILITY SAVINGS INITIATIVE:** Karen Stahl gave a presentation on the State’s Utility Savings initiative. The purpose of the initiative is to identify utility saving opportunities and implement no/low cost measures at the State’s 12,500 facilities. In Fiscal Year 2002, North Carolina expended \$214 million for utilities. Several agencies have had success reducing electrical and water consumption, including Corrections, the Zoological Park, and the School for the deaf. For more information, visit the [www.energync.net/Energy2/perfcont.htm](http://www.energync.net/Energy2/perfcont.htm) website.

#### **OTHER BUSINESS:**

- **Project Management Classification Update.** Elaine Glass, DPI provided a status update on the CIOC PMO Workgroup. The group has met on several occasions to identify roles and responsibilities for effective project management. A series of classifications for project management and enterprise

program management was developed. The group has defined the levels of complexity and responsibility for project manager roles and will next focus on enterprise program manager roles. A meeting will then be held with Don Nattress of OSP to present recommendations regarding classifications.

- TAPCC: Woody Yates stated that the Technical Architecture and Project Certification Committee (TAPCC) has a new home. The Department of Environment and Natural Resources (DENR) Hearing Room on the first floor of the Archdale Building will be the permanent location for the meeting.

**ADJOURN:** The meeting was adjourned at 11:45 AM.

**NEXT MEETING:** May 28, 2003 at 10:00 AM in the Albert Coates Building.